

# SOCIAL SERVICES COORDINATOR/ SENIOR SOCIAL SERVICES COORDINATOR

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, coordinate and supervise activities and staff involved in multigenerational center programs and services, prevention/intervention services and early childhood enrichment programs; to supervise, plan, direct specialized activities and to perform a variety of duties relative to assigned area of responsibility; or to develop, implement, and assist with programs within the City of Tempe's Library Division.

## **Distinguishing Characteristics:**

<u>Social Services Coordinator</u> - This is the journey-level professional class in the Social Services Coordinator series. This class is distinguished from the Senior Social Services Coordinator by the performance of less complex duties. Appointment to the higher level within the classification requires that the employee perform the full range of duties as a City of Tempe Social Services Coordinator with only occasional instruction or assistance as new or unusual situations arise and the employee is fully aware of the operating procedures and policies of the work unit.

Senior Social Services Coordinator - This is the advanced-level professional class within the Social Services Coordinator series. Employees within this class are distinguished from the Social Services Coordinator by the performance of the full range of duties, as well as overseeing the more complex assignments given to the Social Services Coordinator. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit, and are performing the full range of duties assigned to the class. Positions in this class are flexibly staffed and are filled by advancement from the lower class of Social Services Coordinator.

# **Supervision Received and Exercised:**

#### **Social Services Coordinator**

Receives general supervision from Community Services Supervisor or from other supervisory or management staff.

Exercises direct supervision over other program staff.

Effective November 1988 Revised August 1995 Title Change June 2000 Revised July 2006 Revised August 2008 (update license/certification) Social Services Coordinator / Sr Social Services Coordinator (continued)

#### **Senior Social Services Coordinator**

Receives general supervision from the Community Services Supervisor or from other supervisory or management staff.

Exercises direct supervision over professional, technical, clerical, contract and volunteer social services staff.

#### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Participate in the selection of staff; provide or coordinate staff training; plan, prioritize, assign, supervise and review the work of staff involved in the program area; work with employees to correct deficiencies; implement disciplinary procedures.
- Recommend and implement goals and objectives; establish schedules and methods for specialized programs; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Direct operations of assigned program to include the overseeing and administering of facility use contracts where applicable; schedule program providers and facilities for program offerings; schedule, coordinate and assign personnel to projects; maintain applicable compliance licenses.
- Consult with school officials, non-profit organizations, police, probation officers, public assistance workers, employment service counselors, civic organizations and other public and private agencies in seeking solutions to problems affecting youths or adults.
- Develop and encourage community participation in programs and services through press releases, presentations and referrals.
- Maintain records and prepare reports of program activities.

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- Purchase supplies; maintain inventory control; prepare purchase requisitions.
- Perform related duties as assigned.

#### When assigned to the Library Division:

- Assist in the development, implementation, and evaluation of programs in the Youth Library or at a Tempe Public Library Learning Resource Center.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assignment area; implement policies and procedures.
- Serve at a reference desk; research and respond to routine reference questions from library users; refer difficult questions or technical reference questions to Librarians I/II.
- Assist library users in searching and retrieving information from computerbased resources including the online public access catalog, the Internet, and the local area reference network. Assist library users in printing or downloading information from computer-based resources.
- Conduct library tours.
- Assist in developing and preparing promotional materials including posters, bulletin boards and displays for assigned section.
- Represent the Tempe Public Library at professional meetings as required;
   Perform outreach to the community, community organizations, and schools.
- Participate in Youth Services section meetings and continuing education programs as appropriate.
- Keep abreast with professional developments and current events; read journals, review books, bibliographies and other media to develop expertise in assigned subject area.
- Perform related duties as assigned.

# **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related

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experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

**Experience:** 

**Social Services Coordinator** 

Two years of increasingly responsible experience providing human service and/or library programs.

Senior Social Services Coordinator

Two years of experience in the implementation and coordination of educational, human service or social and cultural programs and activities according to the requirements of the assigned area, including one year of supervisory experience.

Training:

For both the Social Services Coordinator and Senior Social Services Coordinator:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in early childhood education, social work, sociology, psychology, education, library science or a related field. A Master's degree is highly desirable.

Licenses/Certifications:

May require the possession of a valid driver's license.

May require the possession of, or required to obtain, applicable State licensure requirements.

May require the possession of, or required to obtain a CPR certification.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 240/272

FLSA: Exempt/Exempt